

# PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION

for the Month of JULY 2016

## Ridership

	FFY16 JULY	FFY15 JULY	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	28,854	29,357	-2%	238,930	249,421	-4%
<b>Piedmont</b>	12,809	14,270	-10%	127,816	136,242	-6%
<b>Total</b>	41,663	43,627	-5%	366,746	385,663	-5%

## Number of Trains

## Average Number of Passengers per Train

FFY16 JULY	FFY15 JULY	Service	FFY16 JULY	FFY15 JULY	Δ
62	62	Carolinian	465	474	-2%
124	122	Piedmont	103	117	-12%

## Revenue

	FFY16 JULY	FFY15 JULY	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	\$2,008,241	\$2,072,062	-3%	\$15,037,178	\$15,998,676	-6%
<b>Piedmont</b>	\$261,292	\$278,597	-6%	\$2,701,046	\$2,788,956	-3%
<b>Total</b>	\$2,269,533	\$2,350,659	-3%	\$17,738,224	\$18,787,632	-6%

## Amenities & Vending

Mo. Surcharge +  
Vending Income

\$20,185

Mo. Expense

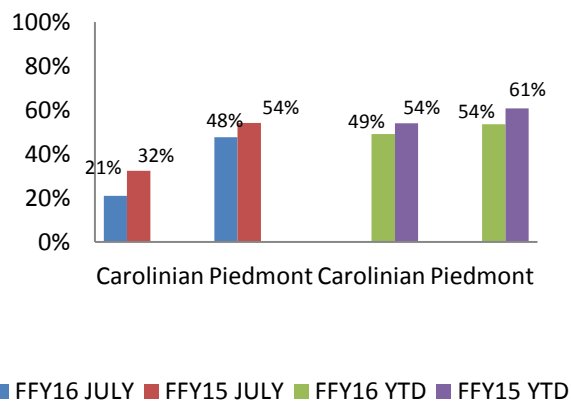
\$4,037

Mo. Surplus

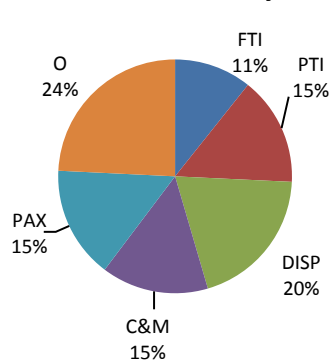
\$16,148

**July 2016 service modifications and annulments impacted two Carolinian trains.** On July 13, Carolinian trains operated between Charlotte and Raleigh only to accommodate CSX track work north of Selma on A Line. Additional disruptions for PIP project work will continue to occur as necessary through completion of the project. Average gasoline prices were \$0.47/gallon lower in July 2016 than in July 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

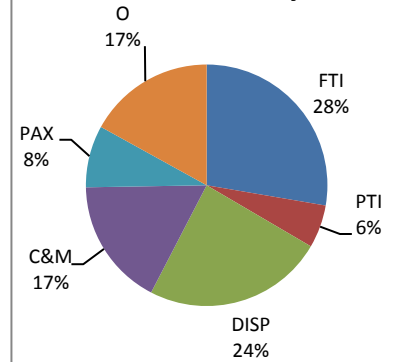
## On-time Performance



## Carolinian Delays



## Piedmont Delays



\*Carolinian and Piedmont delays were 8,935 and 4,713 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

## Overall Customer Satisfaction

	FFY16 JUNE	FFY15 YEAR-END	Δ
<b>Carolinian</b>	73%	75%	-2%
<b>Piedmont</b>	90%	90%	0%

\*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall June eCSI for all Amtrak services was 82%.

## North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Raleigh - Washington	Charlotte - Raleigh
2	Charlotte - Raleigh	Charlotte - Cary
3	Charlotte - New York	Charlotte - Durham
4	Charlotte - Washington	Charlotte - Greensboro
5	Durham - Washington	Cary - Greensboro
6	New York - Raleigh	Greensboro - Raleigh
7	Greensboro - Washington	Durham - Greensboro
8	Charlotte - Durham	Charlotte - HighPoint
9	New York - Wilson	Cary - Durham
10	Cary - Washington	Burlington - Charlotte

\*Of the ten city pairs with the highest ridership, from the previous FFY month Durham - Washington had the largest increase of 24% and New York - Raleigh the largest decrease of 13% for the Carolinian; Charlotte - Cary had the largest increase of 3% and Cary - Durham the largest decrease of 32% for the Piedmont.

## Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 JULY	FFY15 JULY	Δ
Charlotte	14,065	15,104	-7%
Raleigh	10,339	11,191	-8%
Greensboro	7,960	8,957	-11%
Durham	6,471	7,006	-8%
Cary	5,370	5,727	-6%
Wilson	3,163	3,209	-1%
High Point	2,639	2,684	-2%
Rocky Mount	2,006	1,952	3%
Burlington	1,982	2,255	-12%
Kannapolis	1,769	1,609	10%
Salisbury	1,721	1,929	-11%
Selma-Smithfield	855	792	8%

\*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

## North Carolina Train Host Association

	FFY16 JULY	FFY16 YTD
Train Host Volunteer Hours	1,016	10,555

# Go. Reconnect.

